

**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>

**SCHEDULE TITLE:** Federal Supply Schedule 70 – General Purpose Commercial Information Technology Equipment, Software, and Services

**SIN 132 51** --- Information Technology Professional Services - SUBJECT TO COOPERATIVE PURCHASING

**FSC Class(es)/Product Code:**

FDPS Code D301	IT Facility Operation & Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FDPS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D316	IT Network Management Services

Contract Number: **GS-35F-0471U**

Contract Period: **July 1, 2013 to June 30, 2018**

*Pricelist current through Modification **#PS-0031** effective September 9, 2015*

*For more information on ordering from Federal Supply go to this website: [www.gsa.gov/schedules](http://www.gsa.gov/schedules)*



**CONTRACTOR:** TISTA Science and Technology Corporation  
1201 Seven Locks Road, Suite 350  
Rockville, MD 20854  
Phone: (301) 968-3420  
Fax: 866-286-9310  
[www.tistatech.com](http://www.tistatech.com)

**CONTRACTOR'S ADMINISTRATION SOURCE:**

Ahmedur R. Ali  
1201 Seven Locks Road, Suite 350  
Rockville, MD 20854  
Phone: 301-968-3420  
Fax: 866-286-9310  
E-mail: [contracts@tista.com](mailto:contracts@tista.com)

**BUSINESS SIZE:** Small Business, SDVOSB, SBA Certified 8(a) & SDB

### CUSTOMER INFORMATION:

#### 1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

##### SIN DESCRIPTION

132 51 Information Technology Professional Services - SUBJECT TO COOPERATIVE PURCHASING

FDPS Code D301 IT Facility Operation & Maintenance  
 FPDS Code D302 IT Systems Development Services  
 FPDS Code D306 IT Systems Analysis Services  
 FDPS Code D307 Automated Information Systems Design and Integration Services  
 FPDS Code D308 Programming Services  
 FPDS Code D310 IT Backup and Security Services  
 FPDS Code D316 IT Network Management Services

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:** See Price List

1c. **HOURLY RATES (Services only):** See labor categories and pricing on p.8 and p.25

#### 2. MAXIMUM ORDER\*:

<u>SIN</u>	<u>MAXIMUM ORDER</u>
132-51	\$500,000/per Order

NOTE TO ORDERING ACTIVITIES: \*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. **MINIMUM ORDER:** Minimum order per the contract \$100.00 or as negotiated.

4. **GEOGRAPHIC COVERAGE:** Domestic, or 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories.

5. **POINT(S) OF PRODUCTION:** N/A

6. **DISCOUNT FROM LIST PRICES:** Prices herein are net government prices.

#### 7. QUANTITY DISCOUNT(S):

- Additional 2% discount for Help Desk Senior Level II, Project Manager Jr. Level and SME I for single task orders of \$1,000,000 and above
- 29.1% for Program Manager Jr. Level for single task orders of \$4.1M and above
- 11.79% for SME II for single task orders of \$3.24M and above.

8. **PROMPT PAYMENT TERMS:** Net 30 Days
- 9.a **Government Purchase Cards must be accepted at or below the micro-purchase threshold.**
- 9.b **Government Purchase Cards are not accepted above the micro-purchase threshold.** Government purchase cards are not accepted above the micro-purchase threshold.
10. **FOREIGN ITEMS:** N/A
- 11a. **TIME OF DELIVERY:** 30 Days ARO or as Negotiated at the task order level.
- 11b. **EXPEDITED DELIVERY:** Negotiated at the task order level.
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** N/A
- 11d. **URGENT REQUIRMENTS:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. **FOB POINT:** Destination
- 13a. **ORDERING ADDRESS:** TISTA Science and Technology Corporation  
1201 Seven Locks Road, Suite 350  
Rockville, MD 20854  
Phone: 301-968-3420  
Fax: 866-286-9310  
E-mail: [contracts@tista.com](mailto:contracts@tista.com)
- 13b. **ORDERING PROCEDURES:** Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 on Blanket Purchase Agreements (BPA's)
14. **PAYMENT ADDRESS:** Same as contractor
15. **WARRANTY PROVISION:** N/A
16. **EXPORT PACKING CHARGES:** N/A
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** See 9a and 9b.
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** :  
N/A
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A

21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. **Section 508 Compliance for Electronic and Information Technology (EIT):** Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): [www.tistatech.com](http://www.tistatech.com)
- The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).
25. **DUNS NUMBER: 61-150-9055**
26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an Active Registration in the SAM database. **CAGE:** 4A0N5

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

**\*\*\*\*NOTE:** *All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

**3. ORDER**

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established



Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

**5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

**6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I - FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

**7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

**8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**



Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

## **9. INDEPENDENT CONTRACTOR**

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **11. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

### **13. RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

### **14. INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

### **15. APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

### **16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

***TISTA Science and Technology Corporation is IPv6 compliant. Please refer to the labor category descriptions and pricing incorporated into this GSA Pricelist.***



### Labor Category Descriptions

#### 1. APP Developer 1

**Minimum Education:** Bachelor's degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Two (2) years of relevant experience required.

**Responsibilities:** Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve moderately complex problems considering computer equipment capacity and limitations. Codes, tests, debugs, and documents computer programs. May be familiar with Internet technologies. Working knowledge of at least one development language. May be involved in related areas such as database design/management and evaluation of commercial off-the-shelf (COTS) products.

#### 2. APP Developer 2

**Minimum Education:** Bachelor's degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Four (4) years of relevant experience required.

**Responsibilities:** Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents programs. May be familiar with Internet technologies. Working knowledge of at least two development languages. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May provide guidance to other systems analysts and programmers.

#### 3. APP Developer 3

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Six (6) years of relevant experience required.

**Responsibilities:** An App Developer 3 must have experience in analyzing customer needs and developing overall concept and design objectives. The developer must be able to create software in a variety of programming and for a variety of IT software applications. Must have experience in debugging and correcting errors in computer programs.

#### 4. Architect Jr.

**Minimum Education:** Bachelor's Degree in Computer Science, Engineering, Math, or equivalent

**Minimum Experience:** Three (3) years of relevant experience required.

**Responsibilities:** Moderate experience in design and development of IT architecture. Moderate experience in creating diagrams and documentation with all components that comprise systems including network topology.

#### 5. Architect

**Minimum Education:** Bachelor's Degree in Computer Science, Engineering, Math, or equivalent

**Minimum Experience:** Five (5) years of relevant experience required.

**Responsibilities:** Experience in design and development of IT architecture. Experience in creating diagrams and documentation with all components that comprise systems including network topology.

#### 6. Business Specialist I

**Minimum Education:** AA or 2 year technical school in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** One (1) year of relevant experience required.

**Responsibilities:** Reviews, analyzes, and evaluates business systems and user needs. Documents requirements, defines scope and objectives, and formulates systems to parallel overall business strategies. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-

established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.

#### **7. Business Specialist II**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Two (2) years of relevant experience required.

**Responsibilities:** Reviews, analyzes, and evaluates business systems and user needs. Documents requirements, defines scope and objectives, and formulates systems to parallel overall business strategies. Familiar with relational database concepts, and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a manager.

#### **8. Business Specialist III**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Four (4) years of relevant experience required.

**Responsibilities:** Reviews, analyzes, and evaluates business systems and user needs. Documents requirements, defines scope and objectives, and formulates systems to parallel overall business strategies. Familiar with relational database concepts, and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager.

#### **9. Configuration Analyst**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Two (2) years of relevant experience required.

**Responsibilities:** Configuration analysts are responsible for developing and maintaining software and other technological aspects of a corporation. Although every configuration analyst works with different sets of tools and equipment depending on the company and industry, the general duties are the same.

#### **10. Configuration Manager**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Six (6) years of relevant experience required.

**Responsibilities:** Oversee baseline configurations for applications, software, and hardware assets. Identify, organize, and control software and hardware configuration changes. Identify and coordinate processes for version management, system build, backup and recovery, archiving, and change management. Support and facilitate auditing and reporting.

#### **11. Database Entry Clerk**

**Minimum Education:** HS Diploma minimum required.

**Minimum Experience:** Two (2) years of relevant experience required.

**Responsibilities:** The Data Entry Clerk performs data entry from a variety of source document types and formats. Supports documentation activities such as technical writing, illustrating, editing, proofreading, production, and quality control required for the preparation of technical documents, on-line help, and other interactive documentation.

#### **12 DBA: MID Level**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Four (4) years of relevant experience required.

**Responsibilities:** A DBA: Mid Level is able to clearly identify goals for data management. Can effectively translate user needs to database design. Has experience in creating database management processes and detailed documentation.

**13. DBA: Senior**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Six (6) years of relevant experience required.

**Responsibilities:** A DBA: Senior has experience in managing the routine operations and maintenance of databases and ensuring their reliable and efficient performance.

**14. DBA: Team Lead**

**Minimum Education:** Master's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Eight (8) years of relevant experience required.

**Responsibilities:** A DBA: Team Lead has vast experience in assessing various alternative products, tools, and approaches for data management. Is able to clearly define risks and benefits of various approaches for a given need. Is able to create overarching strategies for design

**15. Developer Programmer Jr. I**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** One (1) year of relevant experience required.

**Responsibilities:** Under general direction, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design.

**16. Developer Programmer Jr. II**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Two (2) years of relevant experience required.

**Responsibilities:** Under minimal direction, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Contributes in discussion about direction of project.

**17. Developer Programmer Jr. III**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required

**Minimum Experience:** Three (3) years of relevant experience required.

**Responsibilities:** Gives general direction regarding the plan to design, implement, and maintain complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Leads many development activities on project. Often acts as development team liaison with the team's project manager.

**18. Developer Programmer Mid-Level II**

**Minimum Education:** Bachelor's Degree or five years experience.

**Minimum Experience:** Five years of professional experience in a related field or a Bachelor's Degree or higher in a related major.

**Responsibilities:** Analyzes system requirements and design specifications. Develops block diagrams, logic flow charts, and coding structures. Translates detailed design into computer program coded instructions; tests, debugs,

and refines the computer program to produce the product required by the written specifications. Documents procedures used throughout the program, allowing it to run as a part of a system, and to make changes as required.

**19. Disaster Recovery Analyst**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Three (3) years of relevant experience required.

**Responsibilities:** Ensure the company's data, data systems, and networks are recoverable. Perform and analyze disaster simulations for the prompt restoration of services. Design and implement disaster recovery and business continuity procedures for re-establishing servers, databases, and operating systems in the event of a disruption.

**20. Disaster Recovery Manager**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Six (6) years of relevant experience required.

**Responsibilities:** Ensure the company's data, data systems, and networks are recoverable. Perform and analyze disaster simulations for the prompt restoration of services. Design and implement disaster recovery and business continuity procedures for re-establishing servers, databases, and operating systems in the event of a disruption.

**21. Help Desk Junior**

**Minimum Education:** High School or GED in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Two (2) years of relevant experience required.

**Responsibilities:** A Help Desk Junior is able to respond to end user request for assistance using existing manuals and scripted responses. Must be able to effectively interact with customers and be able to refer ongoing issues to the appropriate engineering support team.

**22. Help Desk Mid Level**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Three (3) years of relevant experience required.

**Responsibilities:** A Help Desk Mid Level is able to quickly respond to end user requests for assistance when existing manuals and scripted responses are not sufficient to meet user needs. Must be able to interact with customers and diagnose problems and lead customers through the necessary steps to correct their issues.

**23. Help Desk Senior Level I**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Five (5) years of relevant experience required.

A Help Desk SR Level 1 has experience in planning, implementing, and managing customer service systems. Is able to handle customer satisfaction issues. Has experience in reviewing data to identify trends and issues. Is able to effectively report trends to system program teams.

**24. Help Desk Senior Level II**

**Minimum Education:** Master's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Eight (8) years of relevant experience required.

**Responsibilities:** Help Desk Sr. II performs high level information engineering planning, analysis, design, construction and implementation of complex data-based systems. Develops project plans, controls project scope, and tracks direction in review of complex data products.



Designs and facilitates rapid prototyping and joint application development (JAD) sessions designed to provide input into the case tool for development of the application.

**25. IA/Security Analyst Sr. Level I**

**Minimum Education:** Bachelors in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Four (4) years of relevant experience required.

**Responsibilities:** A IA/Security Analyst Sr. Level I has extensive IT experience in all aspects of Cyber Security with a vast array of IT systems involving end user as well as enterprise level networks. Experience in designing and implementing systems that meet agency Cyber Security policy and regulations. Must have extensive experience in Cyber Security Tools, network topologies, intrusion detection, PKI, and secured networks.

**26. IA/Security Analyst Sr. Level II**

**Minimum Education:** Master's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Six (6) years of relevant experience required.

**Responsibilities:** An IA/Security Analyst Sr. Level II has extensive IT experience with Cyber Security Policy and threat mitigation. Must be well versed in Cyber Security Tools, network topologies, intrusion detection, PKI, and secured networks. Analyst must possess a high level of expertise in developing long term strategies and be knowledgeable about various cyber threats and their mitigation.

**27. Info Analyst Jr**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Two (2) years of relevant experience required.

**Responsibilities:** An Info Analyst Jr. performs tasks that involve reviewing, extracting, and analyzing information and data on system processes and procedures. This analysis allows an information analyst to create reports that detail trends in performance and processes, as well as recommend any improvements that benefit a company. They deliver presentations to managers and other senior-level employees, ensuring that technical information is delivered in a way non-technical professionals can understand.

**28. Info Analyst Mid Level**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Four (4) years of relevant experience required.

**Responsibilities:** An Info Analyst Mid Level performs tasks that involve reviewing, extracting, and analyzing information and data on system processes and procedures. This analysis allows an information analyst to create reports that detail trends in performance and processes, as well as recommend any improvements that benefit a company. They deliver presentations to managers and other senior-level employees, ensuring that technical information is delivered in a way non-technical professionals can understand.

**29. Information Systems Security Officer**

**Minimum Education:** Bachelor's degree in Computer Science, Engineering, or a related field.

**Minimum Experience:** Four to six years experience equivalent to BS/BA

**Responsibilities:** Provides minimally supervised support for difficult analysis and evaluation assignments. Has the ability to provide analysis and consulting to management level personnel. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. May perform functional requirements gathering for projects. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document

development/preparation at various stages of a project life-cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. Assists with testing to support the project life-cycle, as applicable. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. BS/BA or 4 to 6 years experience.

**30. Information Assurance Analyst**

**Minimum Education:** BA/BS Degree in Computer Science, Information Systems, Engineering, Business or other related discipline.

**Minimum Experience:** Four years of relevant experience with at least two years of specialized experience.

**Responsibilities:** Under general supervision, uses current information security technology disciplines and practices to ensure the confidentiality, integrity and availability of corporate information assets in accordance with established standards and procedures. Develops and maintains knowledge base on changing regulatory, threat, and technology landscapes to continually develop or maintain security policies and standards, and ensure compliance throughout the organization.

- Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.
- Designs, develops, engineers, and implements solutions that meet network security requirements.
- Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle
- Performs systems analysis of computer and networking systems.

**31. Information Assurance Manager I**

**Minimum Education:** B.S. in Electrical Engineering, Computer Science, or Information Systems. M.S. in Electrical Engineering, Computer Science, or Information Systems preferred. CISSP preferred

**Minimum Experience:** Minimum of 8 years of experience in the engineering and information technology field. Minimum of 4 years of experience in Computer Security/Information Assurance.

**Responsibilities:** Demonstrated experience in analytical problem solving, and understanding network protocols, architectures and with IA products and systems. Strong verbal and written communication skills required, with the ability to interact and negotiate system/network requirements with clients. Experience in supporting an Information Assurance (IA) programs, requiring extensive experience in Computer Network Defense (CND), system security design, network architecture, security practices, and IA tools.

- Determines enterprise information assurance and security standards.
- Develops and implements information assurance/security standards and procedures.
- Coordinates, develops, and evaluates security programs for an organization.
- Recommends information assurance/security solutions to support customers' requirements.
- Identifies, reports, and resolves security violations.
- Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands.
- Supports customers at the highest levels in the development and implementation of doctrine and policies.
- Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.
- Performs analysis, design, and development of security features for system architectures.
- Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers.
- Designs, develops, engineers, and implements solutions that meet security requirements.
- Provides integration and implementation of the computer system security solution.
- Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.
- Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.



- Ensures that all information systems are functional and secure.

**32. IT Technical Adviser Jr.**

**Minimum Education:** Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

**Minimum Experience:** Eight years of relevant experience with at least five years of specialized experience.

**Responsibilities:** Under general direction, uses current information security technology disciplines and practices to ensure the confidentiality, integrity and availability of corporate information assets in accordance with established standards and procedures. Develops and maintains knowledgebase on changing regulatory, threat, and technology landscapes to continually develop or maintain security policies and standards, and ensure compliance throughout the organization.

- Determines enterprise information assurance and security standards.
- Develops and implements information assurance/security standards and procedures.
- Coordinates, develops, and evaluates security programs for an organization.
- Recommends information assurance/security solutions to support customers' requirements.

**33. IT Technical Adviser**

**Minimum Education:** Bachelor's Degree or four years experience.

**Minimum Experience:** Four years of professional experience in a related field or a Bachelor's Degree or higher in a related major. Certifications can include CISSP or PMP. Has substantial expertise in design and operation of computer systems.

**Responsibilities:** Provides senior guidance on analysis and resolution of hardware, software, and telecommunications issues. High degree of technical experience. May have specific expertise in technical tools or subject areas such as relational database management systems or computer telephony systems.

**34. Manager**

**Minimum Education:** Bachelor's degree from an accredited college or university in the Computer Science, Engineering, Information Systems or a related field.

**Minimum Experience:** Three years of intensive and progressive IT experience demonstrating the required proficiency levels related to task. Education may be substituted with 8 years of intensive and progressive experience demonstrating the required proficiency levels related to task.

**Responsibilities:** Responsible for small to medium IT projects or significant segment of a large technology related complex project. Leads team on small to medium IT projects or significant segment of large complex projects. Translate customer technical requirements into formal agreements and plans to culminate in customer acceptance of results, or have acceptance in the targeted market, while meeting technical objectives. Works with client to identify technical requirements, and subsequently leads a team in the executing tasks of a project or segment of a project to produce the technical solution. Executes a wide range of process activities beginning with requirements through development, test and final delivery. Formulates partnerships between customer, suppliers and staff. Anticipates potential project related problems. Utilizes refined techniques for identifying, eliminating or mitigating technical risks. Understands customer, industry and technology trends, and applies this understanding to meet project objectives. Analyzes information and situations and implement actions, independently and or through the management team to ensure project objectives are met. Analyzes new and complex IT project related problems and creates innovative solutions.

**35. Operations Support Representative**

**Minimum Education:** High school graduate or equivalent with emphasis in Computer Science, Business, Information Systems or a related field.

**Minimum Experience:** Two years of general experience in office automation developing, writing, proof-reading, editing reports, proposal and documents in support of IT operations.

**Responsibilities:** Using information technology tools, is responsible for developing, drafting, writing and editing reports, briefs, proposals, and other documents in support of a clients requirements. Understands, uses, and develops advanced level automated tools (e.g. Excel macros), and other specialized applications. Interfaces with personnel to coordinate meetings, maintain logs, records and files, provides end-user support, and performs general administrative duties. Assists in budgetary and financial management. Must be capable of working independently. Must be able to communicate orally and in writing with all levels of an organization as required.

### **36. PERFORM Load Tester Jr. Level**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Three (3) years of relevant experience required.

**Responsibilities:** Provide testing and analysis of complex systems to ensure systems are compliant with requirements and can perform well in production. Independently develop test scripts using any of the LoadRunner protocols, create test scenarios and execute tests. Analyze test results using LoadRunner Analysis and write test reports.

### **37. Principal**

**Minimum Education:** Bachelor's degree from an accredited college or university in the Computer Science, Information Technology Systems, Engineering, Scientific or a Mathematics-intensive discipline.

**Minimum Experience:** Ten years, or Master's degree and 6 years, or PhD and 4 years of general IT experience, including formal training and 3 years experience in BPR methods, plus training and 1 year experience in enterprise applications.

**Responsibilities:** Recognized for strong expertise in information technology related industry issues and trends. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Work with senior managers and executives to provide industry vision and strategic direction with regard to their IT enterprise. Guide the determination of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines. Activities related to the enterprise resource planning and management processes, including but not limited to: knowledge management, investment analysis, data warehousing, e-commerce, return on investment analysis, human resource analysis, material management and logistics, procurement, ordering, manufacturing, decision support, information dissemination, planning to encompass the strategy, architecture and methodology for an enterprise modernization effort; selection, implementation and measure of packaged solutions for enterprise modernization; complete integration of applications with target data and defined processes.

### **38. Program Manager Jr. Level**

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific/technical discipline.

**Minimum Experience:** Four (4) years of relevant experience required.

**Responsibilities:** Supports the project/program manager for a large or complex information technology project or group of tasks. May interact frequently with the client's representative. Responsibilities may include the creation and updating of a project plan and all artifacts included in that plan. This will involve coordination with senior technical staff on their activities and the impact of this on the project schedule, budget, risk management, progress reporting, etc. Takes direction from the PM responsible for the overall management of the project and shares responsibility with that PM for the quality of the project plan. May be involved in briefing the client's representative on some aspects of the project.



**39. Program Manager Mid Level**

**Minimum Education:** A Bachelor's Degree in Information Technology or higher

**Minimum Experience:** 8 years of professional experience in an information technology /information management or related field

**Responsibilities:** Responsible for project oversight and direction. Ensures conformance with work standards; interprets policies, procedures, goals and objectives of the organization. Ensures appropriate resources are applied to the project. Nature of work involves complex information technology project management, strategic and tactical planning, coordination, control, and critical decision-making. Requires experience related to work being performed. May also involve complex technical engineering design and technology architectural tasks.

**40. Project Manager Jr. Level**

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline.

**Minimum Experience:** Three (3) years of relevant experience required.

**Responsibilities:** A Project Manager Jr. must have experience managing Information Technology related projects. Must be well versed in life cycle and project management methodologies. Must have experience in tracking costs, schedule and performance progress. Must be able to identify and mitigate risks.

**41. Project Manager Mid Level**

**Minimum Education:** Bachelor's degree or four years experience.

**Minimum Experience:** Six (6) years of relevant experience required

**Responsibilities:** The Project Manager Mid-Level Supervises or directly manages and coordinates project through all phases of the systems development life cycle, including planning, requirements analysis, design, development, testing, installation, and evaluation. Responsible for conducting the project in a timely manner, ensuring the quality of work products, maintaining financial soundness of the project, managing interactions, and reporting progress and issues. Ensures conformance with work standards; interprets policies, procedures, and goals and objectives of the organization. Coordinates work effort with all parties. Reviews work products for quality, completeness, and adherence to design concepts and user requirements. Has significant expertise in managing systems projects. Responsible for client liaison.

**42. Project Manager Sr. Level**

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline,

**Minimum Experience:** Ten (10) years of relevant experience is required.

**Responsibilities:** The Project Manager Sr. Level Supervises or directly manages and coordinates project through all phases of the systems development life cycle, including planning, requirements analysis, design, development, testing, installation, and evaluation. Responsible for conducting the project in a timely manner, ensuring the quality of work products, maintaining financial soundness of the project, managing interactions, and reporting progress and issues. Ensures conformance with work standards; interprets policies, procedures, and goals and objectives of the organization. Coordinates work effort with all parties. Reviews work products for quality, completeness, and adherence to design concepts and user requirements. Has significant expertise in managing systems projects. Responsible for client liaison.

**43. Quality Assurance Analyst**

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline.

**Minimum Experience:** Two (2) years of relevant experience required.

**Responsibilities:** Reviews new or modified program, including documentation, diagram, and flow chart, to determine if program will perform according to user request and conform to guidelines.

**44. Quality Assurance Manager**

**Minimum Education:** Bachelor's degree or higher in Business, Information Systems, or a related discipline.

**Minimum Experience:** Three years of professional experience.

**Responsibilities:** Meet with system users to understand usage profiles and user needs. Write test plans for small systems, including plans for integration testing, system testing, stress testing, acceptance testing, and regression testing. Design strategies and write scripts for automated testing of small programs. Write, execute, and analyze the results of test procedures. Write test reports or problem reports indicating whether or not a test passed and, if necessary, provide an analysis. Participate in reviews at any point in the software life cycle. For projects involving small systems, design and implement the software configuration management process and problem reporting system. Help implement a metrics system, i.e., a system that gathers various metrics on software and performance; help write a report on the metrics for the project.

#### **45. Security Analyst I**

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline.

**Minimum Experience:** Four (4) years of relevant experience required.

**Responsibilities:** Analyzes and defines security requirements for information protection. Defines and develops security policies. Designs, develops, engineers, and implements solutions that meet network, system, or application security requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing needs. Analyzes the sensitivity of information and performs vulnerability and risk assessments on the basis of defined sensitivity and information flow. Must demonstrate the ability to work independently or under only general direction.

#### **46. Security Analyst II**

**Minimum Education:** Bachelor's Degree or four years experience.

**Minimum Experience:** Six (6) years of relevant experience required.

**Responsibilities:** Provides business and analytical expertise in support of project. Provides an understanding of the client's objectives and has extensive knowledge of typical core processes. May prepare overall designs and detailed specifications for system components. Offers knowledge, experience, and insight in a particular area, such as facilitation. Provides minimally supervised support for difficult analysis and evaluation assignments. Has the ability to provide analysis and consulting to management level personnel. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. May perform functional requirements gathering for projects.

#### **47. Security Analyst III**

**Minimum Education:** Bachelor's Degree or six years experience.

**Minimum Experience:** Eight (8) years of relevant experience required.

**Responsibilities:** Provides expertise in application, systems software and Information Technology systems. Provide technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation of complex solutions by making information technology/information management related recommendations. Advise on organizational improvements, optimization, or maintenance efforts in the following specialties: information systems architecture, networking, telecommunications, automation, risk management, software life-cycle management and development methodologies, visual design, information architecture, copywriting, and content management.

#### **48. Security Specialist I**

**Minimum Education:** Associate's Degree

**Minimum Experience:** Two years of relevant experience

**Responsibilities:** Provides expertise in designing and implementing solutions to security requirements. Performs a risk analysis that also includes risk assessment. Supports and assists with coordination and implementation of client's information security.

#### **49. Security Specialist II**



**Minimum Education:** Bachelor's Degree

**Minimum Experience:** Four (4) years of relevant experience required.

**Responsibilities:** Provide support to plan, coordinate, and implement the organization's information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems.

**50. Security Specialist III**

**Minimum Education:** Master's Degree

**Minimum Experience:** Six (6) years of relevant experience required.

**Responsibilities:** Oversees the efforts of security staff to design, develop, engineer and implement solutions to security requirements. Responsible for the implementation and development of Agency IT security. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses that also include risk assessment. Provide support to plan, coordinate and implement the organization's information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Provides daily supervision to and direction to staff. Ability to serve as Information System Security Office (ISSO).

**51. Senior Security Specialist I**

**Minimum Education:** Master's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Eight (8) years of relevant experiences required.

**Responsibilities:** Act as a project mentor and interface with both internal/external customers and technical subject matter experts. Monitor the progress of the security programs with management and contractors to ensure adequacy and thoroughness of results.

**52. Senior Security Specialist II**

**Minimum Education:** Master's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Ten (10) years of relevant experiences required.

**Responsibilities:** Formulates security strategies to best meet evolving technological requirements. Provide guidance and implementation recommendations for security enhancements.

**53. Senior Consultant**

**Minimum Education:** Bachelor's Degree or four years experience

**Minimum Experience:** Four years of professional experience in a related field or a Bachelor's Degree or higher in a related major. Certifications such as database administrator (DBA) or Certified PowerBuilder Developer (CPD) equivalent to two years experience.

**Responsibilities:** Provides expertise in application, systems software, and information security. Provides performance tuning. Undertakes analyses of complex hardware, software, and information technology and telecommunications issues. High degree of technical experience and performance. May have expertise in maintenance and engineering systems design, development, assessment, and analysis. May be knowledgeable in Reliability-Centered Maintenance principles and methodology.

**54. Senior Manager**

**Minimum Education:** Master's degree from an accredited college or university in the Computer Science, Engineering, Information Systems, or a related field.

**Minimum Experience:** Six years of intensive and progressive information technology related experience demonstrating the required proficiency levels related to task. Education may be substituted with 10 years of intensive and progressive experience demonstrating the required proficiency levels related to task. Six years of intensive and progressive information technology related experience demonstrating the required proficiency levels

related to task. Education may be substituted with 10 years of intensive and progressive experience demonstrating the required proficiency levels related to task.

**Responsibilities:** Responsible for large IT projects or significant segment of a large complex project. Leads team on large IT projects or significant segment of large complex projects. Translate customer requirements into formal agreements and plans to culminate in customer acceptance of results, or have acceptance in the targeted market, while meeting business objectives. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of IT projects or segments of projects to produce the solution deliverable. Execute a wide range of process activities beginning with the request for proposal through development, test and final delivery. Formulates partnerships between customer, suppliers and staff. Anticipates potential project related problems. Utilizes refined techniques for identifying, eliminating or mitigating solution, project, and business risk. Understands customer, industry and business trends. Applies this understanding to meet project objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implement actions, independently and or through the management team to ensure project objectives are met. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.

**55. Senior Network Engineer**

**Minimum Education:** Bachelor's degree or graduate of technical school, or applicable professional certification in Computer Science, Engineering, Information Systems, or a related field.

**Minimum Experience:** Six (6) years of relevant experience required.

**Responsibilities:** Resolves complex network problems. Addresses network security issues. Interfaces with all client levels. Presents recommendations on network interfaces and configurations. Participates in and may lead aspects of major network installations and upgrades. Works with vendors and network analysts as appropriate to resolve unusually complex network problems. Provides guidance to less experienced network administrators. Performs complex assignments with little guidance.

**56. Senior Network Engineer II**

**Minimum Education:** Bachelor's degree or graduate of technical school, or applicable professional certification in Computer Science, Engineering, Information Systems, or a related field.

**Minimum Experience:** Eight (8) years of relevant experience required.

**Responsibilities:** Leads teams to resolves complex network problems. Designs strategies to address network security issues. Interfaces with all client levels. Presents recommendations on network interfaces and configurations. Leads aspects of major network installations and upgrades. Works with vendors and network analysts as appropriate to resolve unusually complex network problems. Provides guidance to less experienced network administrators. Performs complex assignments with little guidance.

**57. Systems Administrator I**

**Minimum Education:** Bachelor's degree in the Computer Science, Engineering, Information Systems, or a related field.

**Minimum Experience:** Three (3) years of relevant experience required.

**Responsibilities:** Responsible for acquisition, installation, maintenance, and usage of the Systems, including LAN/WAN/MAN. Determines best products to meet needs and present results. Manages system performance and maintains system security. Installs network hardware and software. Evaluates, develops, and maintains telecommunications systems. Troubleshoots system problems. Establishes and implements policies, procedures, and standards, and ensures their conformance to information systems objectives. Trains users on system operation. May perform network planning and engineering functions. May be responsible for both local and remote administration of networks.

**58. Systems Administrator II**

**Minimum Education:** Bachelor's degree in the Computer Science, Engineering, Information Systems, or a related field.



**Minimum Experience:** Minimum of Five (5) years of technical experience installing, maintaining, and managing integrated systems, Local Area Networks (LANs), Wide Area Networks (WANs), and Metropolitan Area Networks (MANs).

**Responsibilities:** Responsible for acquisition, installation, maintenance, and usage of IT Systems, including LAN/WAN/MAN. Determines best products to meet needs and present results. Manages system performance and maintains system security. Installs network hardware and software. Evaluates, develops, and maintains IT or telecommunications systems. Troubleshoots system problems. Establishes and implements policies, procedures, and standards, and ensures their conformance to information systems objectives. Trains users on system operation. May perform network planning and engineering functions. May be responsible for both local and remote administration of networks.

#### **64 Systems Administrator III**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Six (6) years of relevant experience required.

**Responsibilities:** Leads installation of new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Coordinates system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity

#### **65. Systems Administrator IV**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Seven (7) years of relevant experience required.

**Responsibilities:** A Senior System Administrator IV has the thorough knowledge to create plans to assure effective management, operations, and maintenance of systems and/or networks. Manages teams of system admins and is able to prioritize work and identify high risk critical problems and dedicate appropriate resources. Has extensive knowledge of a wide variety of systems and networks to include high volume/high availability systems.

#### **66. SME I**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** One (1) year of relevant experience required.

**Responsibilities:** Has substantial expertise in a specific functional area. May direct analyses of requirements for information systems. May direct the design of adaptations to software. May be knowledgeable in process analysis techniques such as flowcharting, process mapping, benchmarking, and activity-based costing. May have subject matter expertise in areas such as facilitation, organizational development, and change management. May have specific expertise in business or functional areas such as Reliability-Centered Maintenance principles and methodology, or logistics policy development. May have demonstrated experience in configuration management, maintenance planning, supply management, outfitting/fitting out, data management, training, or logistics/configuration information systems.

#### **67. SME II**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Two (2) years of relevant experience required.

**Responsibilities:** Provides technical leadership in performing assessment of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber posture and establishes formal maintenance procedures. Performs privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identifies potential vulnerabilities to cyber and information security using penetration testing and red teams. Provides technologies for identification, modeling, and predictive analysis of cyber threats. Applies this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plans, recommends, and performs changes. Utilizes an accomplished knowledge of multiple



technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assists clients in planning and developing objectives and goals. Supports client objectives while conforming to the client's operating practices. Works under minimal supervision and independently performs duties of moderate complexity.

#### **68. SME III**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Three (3) years of relevant experience required.

**Responsibilities:** Acts as a recognized technical expert in performing assessments of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber posture and establishes formal maintenance procedures. Performs privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identifies potential vulnerabilities to cyber and information security using penetration testing and red teams. Provides technologies for identification, modeling, and predictive analysis of cyber threats. Functions as the highest-level individual contributor in at least one technical area. Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Has a high level of diverse technical and industry experience related to a specific skill set. Keeps abreast of technological developments and industry trends. Performs complex assignments with little guidance.

#### **69. SME IV**

**Minimum Education:** Bachelor's Degree or four years experience.

**Minimum Experience:** Twelve (12) years of relevant experience required.

**Responsibilities:** Has substantial expertise in a specific functional area. May direct analyses of requirements for information systems. May direct the design of adaptations to software. May be knowledgeable in process analysis techniques such as flowcharting, process mapping, benchmarking, and activity-based costing. May have subject matter expertise in areas such as facilitation, organizational development, and change management. May have specific expertise in business or functional areas such as Reliability-Centered Maintenance principles and methodology, or logistics policy development. May have demonstrated experience in configuration management, maintenance planning, supply management, outfitting/fitting out, data management, training, or logistics/configuration information systems.

#### **70. Sr. Technical Expert I**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Five (5) years of relevant experience required.

**Responsibilities:** The Sr. Technical Expert I is expected to perform a variety of complex project tasks independently and in teams as assigned by the Project Manager.

#### **71. Test Engineer**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Three (3) years of relevant experience required.

**Responsibilities:** A member of the technical staff responsible for supporting operational and developmental testing. Responsible for development and execution of test plans and procedures. Assists in development of test master plans with developing contractors and customers. May support both the acquisition and user communities to meet testing needs. May serve as test director of test support team to evaluate and document system capabilities as meeting requirements. Will provide test planning support to include test resource plans and test concepts. Will determine data collection requirements and methods and implement collection strategy during test conduct.

#### **72. Tester - Mid Level**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Four (4) years of relevant experience required.

**Responsibilities:** A tester-Mid Level works in the information technology sector, either in an IT department or as a freelancer. Testers be able to read computer programming languages so that they can fix problems with software. They may work alone or in a team with other testers. They usually report to an information technology manager. The tools for testers are computers, software (including that which they test and software programs to help them fix problems in the software that they are testing), telephones, pens and paper, and other typical office supplies. Some software testers actually get to test video games for a living. A software tester must be able to work quickly, as oftentimes they receive the software they are to test not long before the project deadline. This may result in them working after hours or during weekends on some occasions.

### **73. Tester – Sr. Level**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Eight (8) years of relevant experience required.

**Responsibilities:** The tester Sr. Level frequently works as a part of an information technology (IT) or cybersecurity team. When conducting security tests, it is important for the Sr. tester to take careful notes and be able to relay relevant information to other members of the team. The penetration tester should have a thorough understanding of complex security measures, as well as of the software and tools necessary to perform the job.

### **74. Web Application Developer 1**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Three (3) years of relevant experience required.

**Responsibilities:** Web application developers I build, maintain and manage all aspects of a web application. ("Web application" is a catchall term for a number interfaces that utilize the world wide web.) One example would be a website, and another could be a mobile phone or tablet app. Web application developers must plan, build and subsequently manage every process of the application's development. Sometimes this is done as part of a team, but it can also be done independently or under the supervision of the employer. Fluent understanding of common developer languages such as HTML and PHP will nearly always be necessary and may need to be demonstrated via a test or a strong portfolio.

### **75. Web Application Developer 2**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Five (5) years of relevant experience required.

**Responsibilities:** Web developers design, create, and implement software code in order to improve the effectiveness of a website. They work on a team with graphic designers and web designers to develop websites with HTML, Javascript, PHP, CSS, and other coding methods. Web developers focus on the concept, interface design, and layout of a website from design to launch. They may build and test the integration of a website to make it easy to use and navigate for end users and clients. For ongoing websites, web developers troubleshoot and debug existing code in order to enhance the website's functionality. The field of web development is currently shifting toward the optimization of mobile device applications and web browsing.

### **76. Web Engineer**

**Minimum Education:** Bachelor's degree in Computer Science, Engineering, Information Systems, or a related field.

**Minimum Experience:** Four (4) years of relevant experience required.

**Responsibilities:** Under general direction, responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge of all phases of web-based applications systems analysis and programming. Has a general understanding of the business or function for which applications is designed.



**77. Web Maintainer**

**Minimum Education:** Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline is required.

**Minimum Experience:** Two (2) years of relevant experience required

**Responsibilities:** A web maintainer's general duties center around all aspects of an organization's web site, including work in website design and layout, as well as routine updates and maintenance. Web Maintainers in larger companies may have to coordinate with marketing/branding professionals to ensure the organization's web presence adheres to that department's standards. The web maintainer may have a variety of related responsibilities involving interorganization intranets, portals, and online security maintenance. Additionally, the web maintainer is likely to supervise how and when web content is added to the company's website, and they usually work with content creators to facilitate timely and regular updates.



**GSA PRICE LIST  
SIN 132-51**

<b>Labor Category</b>	<b>GSA Rate w/IFF</b>
APP Developer 1	\$62.71
APP Developer 2	\$71.79
APP Developer 3	\$109.92
Architect Jr.	\$99.51
Architect	\$135.43
Business Specialist I	\$58.39
Business Specialist II	\$67.54
Business Specialist III	\$85.19
Configuration Analyst	\$55.32
Configuration Manager	\$93.29
Database Entry Clerk	\$28.13
DBA: MID Level	\$79.52
DBA: Senior	\$114.53
DBA: Team Lead	\$119.50
Developer Programmer Jr. I	\$38.01
Developer Programmer Jr. II	\$63.15
Developer Programmer Jr. III	\$89.35
Developer Programmer Mid-Level II	\$95.42
Disaster Recovery Analyst	\$79.20
Disaster Recovery Manager	\$91.89
Help Desk Junior	\$41.01
Help Desk Mid Level	\$51.17
Help Desk Senior Level I	\$58.78
Help Desk Senior Level II	\$81.23
IA/Security Analyst Sr. Level I	\$101.47
IA/Security Analyst Sr. Level II	\$118.23
Info Analyst Jr.	\$68.77
Info Analyst Mid Level	\$79.52
Information Systems Security Officer	\$94.46
Information Assurance Analyst	\$73.87
Information Assurance Manager I	\$80.51
IT Technical Adviser Jr.	\$75.77
IT Technical Adviser	\$94.71

Labor Category	GSA Rate w/IFF
Manager	\$209.97
Operations Support Representative	\$50.03
PERFORM Load Tester Jr. Level	\$73.22
Principal	\$266.30
Program Manager Jr. Level	\$112.78
Program Manager Mid Level	\$129.51
Project Manager Jr. Level	\$102.90
Project Manager Mid Level	\$119.80
Project Manager Sr. Level	\$151.56
Quality Assurance Analyst	\$86.01
Quality Assurance Manager	\$113.51
Security Analyst I	\$93.59
Security Analyst II	\$110.26
Security Analyst III	\$124.73
Security Specialist I	\$73.17
Security Specialist II	\$80.70
Security Specialist III	\$85.24
Senior Security Specialist I	\$111.15
Senior Security Specialist II	\$156.84
Senior Consultant	\$138.88
Senior Manager	\$230.46
Senior Network Engineer	\$65.12
Senior Network Engineer II	\$114.86
Systems Administrator I	\$53.21
Systems Administrator II	\$69.88
Systems Administrator III	\$94.61
Systems Administrator IV	\$114.53
SME I	\$125.50
SME II	\$170.91
SME III	\$184.35
SME IV	\$223.74
Sr. Technical Expert I	\$178.47
Test Engineer	\$69.05
Tester - Mid Level	\$73.89
Tester – Sr. Level	\$86.01
Web Application Developer 1	\$69.63

Labor Category	GSA Rate w/IFF
Web Application Developer 2	\$94.88
Web Engineer	\$86.78
Web Maintainer	\$78.90